

August 27, 2018 - NCID Post Upgrade Tips

This past weekend, NCID was upgraded to ensure the state's infrastructure security meets the highest standards. As a result of this upgrade, you may be experiencing some issues with your browser. Older browser versions may not be compatible. Listed below are some steps to follow for troubleshooting. Also, please remember to reboot your machine and clear your cache.

****Things to note when troubleshooting****

Remember to reboot your machine and clear your cache.

Make sure you are accessing "**NCID.NC.GOV**" and not a previously bookmarked site.

At this time Windows 7 using IE browser will need to have the latest supported version of IE installed. You should have compatibility mode turned "OFF" for the domain "ncid.nc.gov" Microsoft has recommended moving to EDGE as your default browser. Windows 7 using Chrome will work but needs a Version 67.0.3396.99 or above.

Service Desk Troubleshooting steps:

Clear internet Cache

Restart browser

*Make sure that your popup blocker is turned off for "NCID.NC.GOV".

Try performing action in both Chrome and Firefox browsers

Try updating the browser to the most up-to-date version

Try to perform the action again

If user is still having issues get the information below and send it to the service desk so a remedy ticket can be created:

UID

OS version

Browser Version

Troubleshooting steps performed

Steps on how to recreate the issue

Add screenshots of error